

INFORMATION SYSTEMS TECHNICIAN

DEFINITION: Under direct supervision, performs routine duties involving the installation and maintenance of information systems hardware, software and peripherals including help desk support; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Provides support of microcomputer systems hardware, software, peripheral printers and related equipment; installs and maintains equipment and software such as operating systems, workstations, proprietary software packages, networking equipment and software, query languages, information dissemination tools, electronic mail and data base management software; troubleshoots and diagnoses equipment problems to ensure functional operation; installs, tests and configures hardware and software applications and programs; receives and responds to requests for assistance on desk top and computer related problems.

Evaluates nature of microcomputer hardware and software problems; where possible, determines problem and assists user with resolution; refers to higher level technician as required; locates vendors and arranges for shipment of equipment and/or parts as needed for repairs; prepare reports as required; maintains help desk database; retrieves data and generate reports; produces help desk status reports; attends and participates in meetings; keeps abreast of new trends and innovations in the field of information technology microcomputer systems support; may maintain an inventory of microcomputer parts, supplies and equipment; may monitor inventory levels.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of data processing and computer systems terminology.

Knowledge of microcomputer hardware and software terminology.

Knowledge of basic principles and practices of microcomputer hardware and software operations.

Knowledge of basic methods and techniques of determining microcomputer hardware and software problems.

Knowledge of methods and techniques of setting up computer production jobs.

Knowledge of methods and techniques of data entry.

Knowledge of personal computer hardware and software components.

Knowledge of modern office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications.

Knowledge of principles and procedures of record keeping.

Skill in performing microcomputer help desk support duties.

Skill in troubleshooting various computer hardware and software problems

Skill in understanding and following oral and written instructions.

Skill in communicating clearly and concisely, both orally and in writing.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work requires continuous use of computers and peripherals, lifting and carrying computer supplies weighing up to 40 pounds.

MINIMUM QUALIFICATIONS:

- An Associate's degree in Computer Science or related field; with two (2) years of experience in information systems hardware and software installation and maintenance, network services, systems support or production support.

THE NAVAJO NATION

Class Code: 1872
Information Technology Series
Information Systems Group
Overtime Code: Non-Exempt
Pay Grade: 60

INFORMATION SYSTEMS TECHNICIAN

PREFERRED QUALIFICATIONS:

- A Bachelor's degree in Computer Science, Information Tech Systems or related field.
- Experience in constructing multiple database programs.
- Training in information hardware and systems installation, systems and production support.
- Possess a valid state driver's license.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.